



Renaissance Behavioral MEDICINE

Office Policy and Guidelines

Hours

Office hours: Monday through Friday from 9:00 am to 6:00 pm.

Telephone hours: Monday through Friday from 9:00 am to 3:00 pm.

Requests for scheduling an appointment, return calls, and prescription refills should be made during these times. Non-urgent calls after 3:00 pm will not be returned until the next business day. Your call is very important to us and will be returned as quickly as possible in the order it was received.

Insurance

If you are a patient with an insurance plan accepted by the practice, it is your responsibility to understand and meet the requirements of your plan. Most plans have a "co-pay", or "co-insurance" (a portion of charges not covered by insurance) and a "deductible" amount which must be paid out of pocket before co-insurance and co-pay are activated. Our staff will attempt to confirm your eligibility and benefits as a courtesy, however, it is the patient's responsibility to independently confirm eligibility and benefits prior to the initial consultation.

If at any time during the patient's treatment the insurance becomes inactive, then the patient is responsible for 100% of the fee for service rate. It is the patient's responsibility to inform Renaissance Behavioral Medicine when there are changes on your insurance policy or insurance provider.

Payment and Billing

Renaissance Behavioral Medicine also accepts fee-for-service patients/appointments. You may remit payment using Visa, MasterCard, Discover, and American Express credit & debit cards. Upon request, a superbill will be provided for submission to insurance companies for reimbursement.

Credit/Debit Card on File Policy

All patients will be asked for credit card information during the intake process, and this information will be held securely. AdvancedMD, our electronic health record, encrypts, and stores card information via OpenEdge, a secure credit card processing solution. Cards on file will be used for:

- * Co-pays
- * Deductibles
- * Co-Insurance
- * Outstanding Balances

Cancellation and Missed Appointment Policy

The relationship between a patient and the provider is a partnership and attendance at your scheduled appointments is critical. This commitment will help ensure that you receive the highest quality care. If an appointment is missed or canceled with less than 24-hour notice, you will be billed according to the scheduled fee if you do not carry an accepted insurance plan. The missed session fee ranges from \$250 to \$500 for fee-for-service clients depending on the length of the scheduled session.

For insurance clients, there are no missed appointment fees, however, if the appointment is canceled within 24 hours, we will consider that a no-show. Three no-shows will lead to termination from the practice and referral to an alternate provider.

Sessions

A legal guardian must bring all non-emancipated minors to scheduled appointments and be available for consultation in person throughout the session. The initial evaluation does not in any way commit the treating staff of Renaissance Behavioral Medicine to provide the patient with care on a continuing basis.

The initial intake session is 100 minutes long consisting of two 50-minute visits across two weeks typically. Follow-up appointments may be scheduled for 25 minutes up to 50 minutes depending on the service being provided, and the individual practitioner.



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Treatment recommendations are made by the treating provider after the first or second sessions depending on acuity. The treating staff may request a blood test before starting you on a particular medication.

Once an appointment is scheduled, the time is reserved for the patient only. Patients will receive appointment reminders via email or text message which are automatically sent 24 to 48 hours prior to the patient's scheduled appointment. Patients also have the option to receive a courtesy confirmation call or email one day prior to any existing appointments. These calls/emails are a courtesy only.

Renaissance Behavioral Medicine requires patients to sign a visit verification form after every visit. This form will be proof that the patient was seen by the treating staff of Renaissance Behavioral Medicine, and that services were rendered by the treating staff of Renaissance Behavioral Medicine on the day of the scheduled appointment.

Bags/purses of any kind are not allowed within the office and must be left in the vehicle to ensure the safety of the doctor, staff, and other patients.

Limits of Confidentiality

All information between the treating staff of Renaissance Behavioral Medicine and the patient is held strictly confidential. There are legal exceptions to this:

1. The patient authorizes a release of information with a signature.
2. The patient's mental condition becomes an issue in a lawsuit.
3. The patient presents as a physical danger to self (Johnson v County of Los Angeles, 1983).
4. The patient presents as a danger to others (Tarasoff v. Regents of University of California, 1967).
5. Child or Elder abuse and/or neglect is suspected (Welfare & Institution and/or Penal Codes).

In the latter two cases, the practitioner is required by law to inform potential victims and legal authorities so that protective measures can be taken.

I understand that the purpose of these procedures will be explained to me upon my request. I also understand that while the course of my treatment is designed to be helpful, the treating staff of Renaissance Behavioral Medicine can make no guarantees about the outcome of my treatment. Further, the evaluation and treatment process may bring up uncomfortable feelings and reactions such as anxiety, sadness, and anger.

Release of Information

I authorize the release of information to Primary Care Physicians, other health care providers, institutions, and referral sources for the purpose of diagnosis, treatment, consultation, and professional communication. If I am an insured client, I further authorize the release of information including but not limited to diagnosis for pharmacy prior certification, claims, certification, case management, quality improvement, benefits administration, and other purposes related to my health plan.

Medication Policy

The treating staff of Renaissance Behavioral Medicine typically evaluate new patients for two sessions before determining whether medication is needed for care. Consent forms for the medications will be sent via the patient portal. A link will be sent to the patient or responsible party's email for them to sign up for the patient portal. Please observe the following :

1. Always notify Renaissance Behavioral Medicine if you are experiencing any side effects or problems with the medications.
2. Never stop or change the dose of a medication without consulting it first with the prescribing doctor.
3. A sudden stop in medication may cause medical problems. Please do not allow yourself to run out of medications.
4. Keep your scheduled appointments. Canceled or missed appointments may prevent you from having sufficient medication/s and will make it difficult for the prescribing doctor to monitor your progress and/or any complications.
5. If you need a refill prior to your next scheduled appointment, please reach out to us at least one week before running out of your medication/s.

Prescription refill requests must be received with at least 24 hours advanced notice to ensure that refill orders are sent to pharmacies. If controlled substance prescriptions are lost, then new prescriptions may not be obtained for 1 month from the date of the original prescription. If controlled substance prescriptions are lost on two occasions, the treating staff will terminate care and refer the client to an alternate provider.



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Emergency Access

As the staff of Renaissance Behavioral Medicine may not be available to return calls immediately, contacting these numbers should be the first options utilized when an urgent response is needed:

*911

*National Suicide Prevention Lifeline: 1-800-273-8255

* San Mateo County Crisis Line: 650-579-0350 (for San Mateo County residents)

Urgent matters include new-onset suicidal thinking, self-harm behavior, homicidal thinking, violent behavior, and certain adverse medication reactions that will be specified by the treating staff of Renaissance Behavioral Medicine prior to prescription. Renaissance Behavioral Medicine should be contacted after any of the numbers above have been contacted in emergencies. Calls with the treating staff of Renaissance Behavioral Medicine extending beyond 5 minutes will be billed at the same per-minute rate as in-office visits.

Consent for Treatment

I authorize and request the treating staff of Renaissance Behavioral Medicine to carry out psychiatric exams, treatment, and/or diagnostic procedures that now, or during the course of my treatment, become advisable.

I have read and understood the office's policies and guidelines. By signing this form, I am agreeing with the office's terms stated above.

Patient's Name: _____

Date Signed: _____

Signature:

Or, if the patient is below 18 years old:

Patient's Name: _____

Legal Guardian/ Representative: _____

Date Signed: _____

Signature: